

CORNWALL LADIES COUNTY GOLF ASSOCIATION



COMPLAINTS PROCEDURE

If you consider we have fallen below the high standards you would expect of CLCGA and you wish to lodge a complaint you should follow this procedure.

1. Please voice your concerns informally as soon as they arise with the CLCGA Officers/Committee member or representative with whom you have been dealing. Complaints can often arise due to simple misunderstandings and are often quickly and satisfactorily resolved by the parties involved.
2. If your complaint is not dealt with to your satisfaction, then please contact the CLCGA County Secretary by email. Please explain who you are, the nature of your complaint and the person you are complaining about. Please also include an outline of the facts giving rise to your complaint and any other relevant details. If you raise a complaint by any other means, you may be asked to put your complaint in writing. If your correspondence is not clear as to whether it is a complaint you may be asked to clarify.
3. Complaints addressed to anyone else in CLCGA will be passed to the County Secretary. If the complaint relates to the County Secretary, it will be dealt with by an appointed person at the discretion of the President. If the complaint relates to the President, it will be dealt with by the County Secretary and another board member of CLCGA, if appropriate.
4. We aim to acknowledge every complaint within 5 working days of receipt. You will be advised at that time the name of the person who will take responsibility for dealing with your complaint.
5. The person dealing with your complaint will contact you within 10 working days setting out the next steps. If this is not possible then you will be notified and provided with an explanation for the delay.
6. The result of the investigation will be reported to you, and should your complaint be upheld we will advise you what if any remedy or rectification can be applied. We will write to you to confirm any final agreement or solution.
7. If you are still not satisfied with the outcome or the way your complaint has been handled, then you should raise the matter with the President within 14 days of our reporting to you.

PLEASE NOTE: If your complaint relates to Disciplinary issues, including handicaps and anti-doping, or safeguarding concerns, then please refer immediately to the County Secretary where the matter will be dealt with in accordance with the relevant CLCGA regulations.

Please address any complaints to the County Secretary, CLCGAsec@outlook.com